



Mental Health Navigation: Job description

Job summary

I will work alongside mental health and clinical professionals to support people with mental illness and provide personalised support. I will ensure people are linked to appropriate community, health and social care services and support networks, reducing the risk of social exclusion or mental health relapse.

I will be providing a dedicated capacity within the community and offer personalised support and signposting with a focus on maintaining independence, wellbeing and quality of life whilst reducing demand on healthcare services.

I will work with the following people and teams:

- Network of Mental Health Navigators.
- Associate Director and Head of Mental Health Navigation Services.
- Full network of healthcare professionals in my setting.
- Local community health and social care services and support networks.
- Professionals working in other related disciplines in both statutory and non-statutory agencies as appropriate.

What I do and achieve

- I will primarily provide Mental Health Navigation services in a health and/or community setting, with the ability to work remotely.
- I will manage new referrals to the service from established pathways and assess them on suitability criteria.
- I will conduct holistic needs assessments and develop risk management and support plans based on individual needs to ensure the needs identified are supported and they are signposted to the right service(s).
- I will deliver a person-centred service and collaborate with service users to empower and engage.
- I will develop local knowledge of support services to be used with service users. I will continually update this as things change.
- I will establish and maintain effective relationships with a wide range of professionals.
- I will attend multi-disciplinary team meetings relating to service user support.
- Where I identify gaps for individual service users to receive the support they need, I will utilise local knowledge to find individual solutions and record any gaps in service and report back through any feedback mechanisms to improve local services where possible.
- I will manage my case load based on agreed KPI's within the contract.
- I will record and collate data for 'outcome measures' to demonstrate and evidence impact.
- I will ensure the accurate entry of appropriate data onto agreed systems, maintaining the highest standard of record keeping and confidentiality.

Who I am

I have the essentials covered:

- I have an insight into the needs and experiences of people with mental illness.
- I have or am prepared to work toward QCF / NVQ/SVQ level 3 (or equivalent) in Health & Social Care.
- I can prioritise workload demands and positively respond to unforeseen challenges.
- I can develop and maintain good professional relationships with service users and practitioners, based on openness and honesty.
- I am resilient and adapt well to different situations and seek support where needed.
- I understand and can maintain professional boundaries, even in challenging situations.
- I can communicate with a wide range of people including professionals and a diverse range of community members.
- I can work autonomously and manage time

effectively, balancing the needs of the service user and the organisation effectively.

- I can use supervision and personal development positively and effectively.
- I have working knowledge of standard IT packages.
- A full UK driving license and access to a car or reliable transport for business purposes.

I may also have:

- Lived experience of mental health services and/or mental illness.
- Coaching experience i.e. mental health wellbeing coaching.
- Mental Health qualifications or knowledge.
- A working knowledge of debts, housing, mental health, employment, and social prescribing
- Experience of providing interventions both in a 1:1 and group setting.

